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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Application No. Applicant(s) 10/658,943 SIMONS ET AL. Office Action Summary Examiner Art Unit Samir Termanini 2179 -- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --Period for Reply A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS. WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION. Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication. If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication - Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b). Status 1) Responsive to communication(s) filed on 18 November 2009. 2a) ☐ This action is FINAL. 2b) This action is non-final. 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under Ex parte Quayle, 1935 C.D. 11, 453 O.G. 213. Disposition of Claims 4) Claim(s) 1-6.8-12.14-18.20-23 and 25 is/are pending in the application. 4a) Of the above claim(s) is/are withdrawn from consideration. 5) Claim(s) _____ is/are allowed. 6) Claim(s) 1-6.8-12.14-18.20-23 and 25 is/are rejected. 7) Claim(s) _____ is/are objected to. 8) Claim(s) _____ are subject to restriction and/or election requirement. Application Papers 9) The specification is objected to by the Examiner. 10) The drawing(s) filed on is/are; a) accepted or b) objected to by the Examiner. Applicant may not request that any objection to the drawing(s) be held in abevance. See 37 CFR 1.85(a). Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d). 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152. Priority under 35 U.S.C. § 119 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f). a) All b) Some * c) None of: Certified copies of the priority documents have been received. 2. Certified copies of the priority documents have been received in Application No. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)). * See the attached detailed Office action for a list of the certified copies not received.

1) Notice of References Cited (PTO-892)

Paper No(s)/Mail Date

Notice of Draftsperson's Patent Drawing Review (PTO-948)

3) Information Disclosure Statement(s) (PTO/SB/08)

Attachment(s)

Interview Summary (PTO-413)
Paper No(s)/Mail Date.

6) Other:

5) Notice of Informat Patent Application

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DETAILED ACTION

BACKGROUND

- This final Office Action is responsive to communications filed on 11/18/2009.
- Claims 1-6, 8-12, 14-18, 20-23, and 25 are pending in this case wherein claims 1, 14, 20, and 25 are independent in form.

RESPONSE TO AMENDMENT

- 3. Applicant's arguments, filed 11/18/2009, with respect to the rejection(s) of claim(s) 1-6, 8-12, 14-18, 20-23 and 25 under 35 U.S.C. § 103(a) have been fully considered and are persuasive. Therefore, the rejections have been withdrawn. However, upon further consideration, a new ground(s) of rejection is made in view of Yennaco (U.S. Pat. No. 7,100,115 B1) in view of Hussey. (U.S. Pat. No. 6,832,371).
 - 4. Applicant has previously canceled claim 7, it is no longer being examined.

CLAIM REJECTIONS-35 U.S.C. § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action: Application/Control Number: 10/658,943 Page 3

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(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

- 6. This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).
- Claims 1-6, 8-12, 14-18, 20-23 and 25 are rejected under 35 U.S.C. 103(a) as being unpatentable over *Yennaco* (U.S. Pat. No. 7,100,115 B1) in view of *Hussey*. (U.S. Pat. No. 6.832.371).

I. Scope of the Prior Art and the Level of Ordinary Skill¹

Yennaco discloses a method of managing context-sensitive help data for a computer system. It includes displaying a plurality of program components to a user for interaction, retrieving from a first memory area having a first access time first help data corresponding to a first of the components, where the first component is not interacted with by the user. Then the

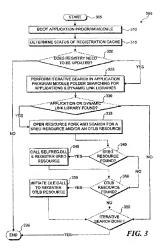
system stores the first help data in a second memory area having a quicker access time than the first access time. Subsequent to storing the first help data, the system determines whether the user has interacted with the first component, and responsive to the determination, retrieve the first help data from the second memory area and display the first help data to the user.

Hussey discloses a method for automatically updating a computer registry when an application program module is 40 booted. Broadly stated, the problem solved by one embodiment of the present invention is the problem caused when a user moves a file and/or folder, renames a file or volume, or similarly changes the state of a computer. When certain changes occur, a program module may not be able to function properly because the registry keys it uses may no longer be valid.

Embodiments of *Hussey's* invention address the problem of a program module being able to locate a needed resource by <u>automatically</u> updating the registry when the program module is booted so that the paths 50 contained in the registry remain valid. Before proceeding with a more detailed description of the invention, it will prove helpful to generally describe a directory tree structure and the problems associated with the directory tree structure and the registry in the prior art. For clarity, Fig. 3 appears below:

¹ "Factors that may be considered in determining level of ordinary skill in the art include (1) the educational level of the inventor; (2) type of problems encountered in the art; (3) prior art solutions to those problems; (4) rapidity with which innovations are made; (5) sophistication of the technology; and (6) educational level of active workers in the field." Environmental Designs, Ltd. v. Union Oil Co., 713 F.2d 693, 696, 218 USPQ 865, 868 (Fed. Cir. 1983), cert. denied, 464 U.S. 1043 (1984).

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II. Obviousness and Analysis of Claimed Differences

As to independent claim 1, Yennaco describes: a computer-implemented method for processing featured content ("...content-sensitive help data...," col. 8, line 64) on a client computer, the client computer having an operating system, the operating system including a system registry (see fig. 1), the method comprising: generating ("creating" col. 13, line 45), without user a database query for featured content items ("to view an entire index, the user can do so. In one version of context sensitive help, the help information is automatically and constantly rendered, that is, displayed on the user's screen," col. 1, lines 43-46), the featured content items having information focused on a specific topic ("has a corresponding context-

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sensitive help " col. 7, line 36); receiving featured content items in response to the database query ("also receives a plurality of help data identifiers 156 corresponding to a plurality of context-sensitive help data 49 " col. 8, lines 14-16); storing the featured content items in memory ("Retrieving the remaining help data 49 and storing the help data in the cache 152, or preloading, is preferably performed in a background task" col. 8, lines 5-7); selecting a predetermined number of featured content items from the featured content items stored in memory and storing the selected featured content items in a system registry.

Thus, when the help data 49 having an identifier in the registry 170 is first rendered, the help data corresponding to the other identifiers of the registry is loaded into the cache 152 from memory that has an access time that is greater than that of the cache 152, such as from remote memory 36. Thus related help data 49 can be preloaded into the cache 152, that is, loaded without the user having referred to the component 140 to which the help data pertains.

(col. 7, lines 45-55); and in response to wherein the user input includes pointer device movement ("The user can refer to a component by operating a pointing device, such as a mouse, such that a cursor is superimposed over the component. The user can then select the component by taking additional action, such as clicking one of the buttons of the mouse. "Referring", as used herein, is deemed to include user action that indicates that the user is interacting with a particular component, and can include moving a cursor over an component as well as selecting a component.," col. 5, lines 55-65) receiving a command from a software application to display at least one featured content item (see col. 7, lines 30-55), without user input ("152, that is, loaded without the user having referred to the component 140 to which the help data pertains." col. 7, lines 52-55)(emphasis added).

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Yennaco differs from claim 1 in that they do not specifically teach: a system registry containing information about computer configuration that the operating system continuously references during operation, the information including tile applications installed on the computer, the types of documents creatable by the applications, the properties of folders and program icons, and the hardware configuration, generating a signal indicating a successful boot of a software application; generating, upon receipt of the signal indicating a successful boot of a software application without user input, a database query for featured content items, invoked during the boot process

However, Hussey teach a system registry containing information about computer configuration that the operating system continuously references during operation:

A registry is oftentimes used in a computer to store information about files. The registry is a database repository for information about a computer's configuration. It is organized in a hierarchical structure, and is comprised of subtrees and their keys, hives, and value entries. The registry keys, or keys, contain information that may be required for an application to run. Registry Keys are often paths to specific files.

(col. 1, lines 10-20), the information including tile applications installed on the computer ("The registry keys, or keys, contain information that may be required for an application to run.," col. 4, lines 63-65), the types of documents creatable by the applications, the properties of folders and program icons ("Dozens of types of resources can be found in a resource fork, such as blocks of program instructions, fonts, icons, windows, dialog boxes, and menus.," col.8, lines 58-61), and the hardware configuration (The registry is a database repository for information about a computer's configuration;" col. 4, lines 59-64), generating a signal indicating a successful boot ("After the application program module is booted at step 310, the method proceeds to step 315." col. 8, lines 5-10) of a software application; generating, upon receipt of the signal

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indicating a successful boot of a software application ("Thus, from the foregoing description, it will be apparent to those skilled in the art that the present invention provides a method for automatically updating a registry when an application program module is booted.," col. 9, lines 26-31) without user input ("Thus, the present invention solves the need for a method for automatically updating a registry without requiring user action.," col. 7, lines 15-20) (emphasis added), a database query for featured content items, invoked during the boot process ("At step 315, the status of a registration cache is determined. The registration cache is the trigger determining to whether or not to update the registry.," col. 8, lines 5-10)." col. 8, lines 5-10).

It would have been obvious to one ordinary skill in the relevant field at the time the invention was made to generate a system registry containing information about computer configuration that the operating system continuously references during operation, the information including tile applications installed on the computer, the types of documents creatable by the applications, the properties of folders and program icons, and the hardware configuration, generating a signal indicating a successful boot of a software application; generating, upon receipt of the signal indicating a successful boot of a software application without user input, a database query for featured content items, invoked during the boot process as taught by *Hussey* with *Yennaco* because: one skilled in the art, having common knowledge and common sense², would reasonably be expected to draw the inference from *Hussey* that

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² In re Bozek, 416 F.2d 1385, 1390, 163 USPQ 545, 549 (CCPA 1969) ("Having established that this knowledge was in the art, the examiner could then properly rely, as put forth by the solicitor, on a conclusion of obviousness 'from common knowledge and common sense of the person of ordinary skill in the art without any specific hint or suggestion in a particular reference."); see also In re Hoeschele, 406 F.2d 1403, 1406-07, 160 USPQ 809, 811-812 (CCPA 1969) ("I]It is proper to take into account not only specific teachings of the references but also the inferences which one skilled in the art would reasonably be expected to draw therefrom...").

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receipt of the signal indicating a successful boot of a software application without user input, a database query is an example of a desirable embodiment in network based systems, e.g.,:

The invention may also be practiced in distributed computing environments where tasks are performed by remote processing devices that are linked through a communications network. In a distributed computing 25 environment, program modules may be located in both local and remote memory storage devices.

(col. 4, lines 20-30); See also:

The logical connections depicted in FIG. 1 include a local area network (LAN) 51 and a wide 20 area network (WAN) 52. Such networking environments are commonplace in offices, enterprise-wide computer networks, Intranets and the Internet.,"

(col. 5, lines 19-24).

As to dependent claim 2, which depends from claim 1, Yennaco further disclosed: the method of Claim 1, wherein the featured content items contain hyperlinks and text data associated with the hyperlinks ("Referring to FIG. 2, help data 49 may contain references and hyperlinks to other documents or information, such as a hypertext link 50, as is well known in the art." col. 10, lines 50-55).

As to dependent claims 3, and 10-11, which depend from claim 1, Yennaco further disclosed: the method of Claim 1, wherein selecting a predetermined number of featured content items includes randomly, or based on a rating, selecting three featured content items from the featured content items stored in memory ("user, For example, the cache manager 66 can remove the oldest help data from the cache 66 to make room for new help data, Thus, in this practice, the cache operates according to the assumption that the help data 49 most likely to be next requested by the user is help data which has already been requested by the user." col. 6, lines 39-44). See element 156 in Fig. 6 for the three featured content items.

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As to dependent claims 4 and 8, which depend from claim 1, Yennaco further disclosed: the method of Claim 1, wherein the met hod further comprises: determining if at least one featured content item is stored in the system registry; if no featured content items are stored in the system registry, selecting a predetermined number of default items from a list of default items stored in memory; and displaying the data of the default items on a graphical user interface ("Proceeding to decision block 322, the cache manager 66 checks if all help data identifiers 172 in the registry 170 have been processed. If all help data identifiers 172 have been processed, the cache manager 66 task is complete, and the background thread terminates. Otherwise, in block 324, the cache manager 66 gets the next content-sensitive help data identifier 172 from the registry 170, and in proceeding to decision block 326, determines whether the help data identifier is stored" col. 8, lines 58-67) wherein selecting a predetermined number of featured content items includes randomly selecting three featured content items from the featured content items stored in the local memory; ("... in the cache 152." col. 8, lines 58-67).

As to dependent claims 5 and 9, which depend from claim 1, *Yennaco* further disclosed the method of Claim 1, wherein the displayed featured content items provide instruction for operating a software application ("program execution" col. 8, line 9).

As to dependent claim 6, which depends from claim 1, Yennaco further disclosed: the method of Claim 1, wherein the displayed featured content items include data that form an example search string, wherein the example search string is displayed on the graphical user interface with a text entry field for receiving search strings ("to enter a search keyword for particular help. Rather, help information is presented that focuses on that aspect of the program

being currently used by the user. Of course, should the user desire to search the entire help database or to view an entire index, the user can do so," col. 1, lines 38-44).

As to multidependent claim 12, *Yennaco* further disclosed a computer-readable medium containing computer-readable instructions which, when executed by a computer perform the method of any one of Claims 1- 11 ("computer readable medium associated with the computer system 10." col. 3, lines 62-63).

As to independent claim 14, Yennaco further describes in response to receiving a request for a hypertext document containing information that describes a topic (e.g. "related help data," col. 7, line 51), generating without user input, a database query for a number of featured content items, wherein the query is configured by parsing the data contained in the hypertext document to determine one or more identifiers associated with the topic:

a plurality of help data identifiers 156 corresponding to a plurality of context-sensitive help data 49. The components 138 corresponding to the help data identifiers 156 are related to each other, such as being included in the same dialog box 138. Proceeding to block 302, the first time the cache is referred to during registry initialization, the cache manager 66 creates the registry 170 by expanding the cache 152. Proceeding to block 304, the cache manager 66 stores the help data identifier 156 and other related context-sensitive help data identifiers in the registry in the cache. In block 306, the cache manager 66 receives a request for a context-sensitive help data 49 and receives the associated help data identifier 156 from an event handler.

(col. 8, lines 15-29); receiving featured content items in response to the database query; determining if the number of received featured content items is greater than a predetermined number of featured content items; and if the number of received featured content items is greater than the predetermined number of featured content items formatting said hypertext document to

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include at least one featured content item for display, the hypertext document being formatted to display the data of the content item with the contents of the hypertext document:

Referring to FIG. 2, help data 49 may contain references and hyperlinks to other documents or information, such as a hypertext link 50, as is well known in the art. Help data displayed by selecting the hypertext link 50 in the help data 49 of FIG. 2 may contain additional hyperlinks to other related help data. To promote faster presentation to a user, the hyperlinked accessed help data should be managed by the cache manager 66 and preloaded into a cache 152. Of course, selecting one of the additional hyperlinks may display further embedded help data related hyperlinks which also have help data which should be preloaded into a cache, and so on. While the help data cache or caches are managed by the cache manager, a hyperlink manager tracks the use of hyperlinks permit forward and backward navigation of the hyperlinks. The cache manager 66 may be employed by the hyperlink manager to optimize retrieval of such hyperlink help data 49 by preloading the help data for a hyperlink before the hyperlink is selected, as described above.

(col. 10, lines 50-67); if the number of received featured content items is not greater than the predetermined number of featured content items, formatting said hypertext document without including the featured content items ("one of the additional hyperlinks may display further embedded help data related hyperlinks which also have help data which should be preloaded into a cache"; col. 10, lines 50-67).

As to dependent claim 15, which depends from claim 14, Yennaco further disclosed: the method of Claim 14, wherein the method further comprises: formatting said hypertext document (e.g., "HTML" col. 12, lines 8) without the featured content items if the number of received featured content items is not greater than the predetermined number of featured content items ("deter-mines whether there is space 158 available to store the retrieved component help data attributes including the help data 49, the time the help data was stored and last accessed, and help data identifier 156 in the cache 152." col. 9, lines 8-14).

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As to dependent claim 16, which depends from claim 14, Yennaco further disclosed: the method of Claim 14, determining if one or more of the featured content items has a priority status, selecting a predetermined number of featured content items having a priority status for display ("...component help data attributes for determining the availability and status of help data for a particular dialog or application.," col. 13, lines 45-51)(emphasis added).

As to dependent **claim 17**, which depends from claim 14, *Yennaco* further disclosed: the method of Claim 14, wherein the query is configured with a database attribute to filter featured content items based on a value indicative of a rating associated with an individual featured content item ("deleting the least recently requested help data" clm. 3).

As to multidependent **claim 18** this claim differs from claim 14-17 only in that it is directed to a product defined for using the method of claims 14-17. Accordingly, this claim is rejected for the same reasons set forth in the treatment of claim 14-17, above.

As to claims 20-22, Yennaco describes: a method for updating a database of featured content items comprising: determining without user input, if the featured content item is highly rated ("is first rendered, the help data corresponding to the other identifiers of the registry is loaded into the cache 152 from memory that has an access time that is greater than that of the cache 152, such as from remote memory 36. Thus related help data 49 can be preloaded into the cache 152, that is, loaded without the user having referred to the component 140 to which the help data pertains," col. 7, lines 45-55); modifying the attribute to indicate that the featured content item is not of interest;

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a plurality of help data identifiers 156 corresponding to a plurality of context-sensitive help data 49. The components 138 corresponding to the help data identifiers 156 are related to each other, such as being included in the same dialog box 138. Proceeding to block 302, the first time the cache is referred to during registry initialization, the cache manager 66 creates the registry 170 by expanding the cache 152. Proceeding to block 304, the cache manager 66 stores the help data identifier 156 and other related context-sensitive help data identifiers in the registry in the cache. In block 306, the cache manager 66 receives a request for a context-sensitive help data 49 and receives the associated help data identifier 156 from an event handler.

(col. 8, lines 15-29); and if the featured content item has not expired and if the featured content item is highly rated, modifying the attribute to indicate that the featured content item is of interest ("the cache manager 66 deletes the oldest help data and related data, such as the help data identifier 56, from the cache. Proceeding to block 220, the ache manager 66 stores the new help data 49 in the cache 52, where it is available for quick rendering if the user again refers to the component 138 corresponding to the help data," col. 7, lines 20-30).

Yennaco does not clearly indicate a dependency on determining if the featured content item has expired. Hussey, on the other hand does:

After the application program module is booted, a registration cache is examined to determine its status. The registration cache is stored in association with the application program module and indicates whether a registry on the computer system needs to be updated. For example, after the user has moved files or renamed files registry keys in the registry may no longer be valid and the registry may need to be updated.

(col. 3, lines 32-41).

It would have been obvious to one ordinary skill in the relevant field at the time the invention was made to determine if a featured content item has expired, as claimed, because *Hussey* states:

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Thus, there is a need for a method for automatically updating a computer registry. There is also a need for a method for automatically updating a computer registry after a user renames their hard drive, renames several of the folders on their hard drive, installs or reinstalls the operating system, renames a file, or moves the installer program module to another hard drive on the same computer. There is also a need for a method for automatically updating a computer registry when a system administrator "pushes" an application program module to clients.

One skilled in the art would reasonably be motivated to utilize the advantages taught by *Hussey* as a solution to a problem common in *Yennaco*.

As to dependent **claim 22**, which depends from claim 20, *Yennaco* further disclosed: the method of Claim 20, further comprising: determining if the featured content item has been displayed more than a predetermined number of times and if the featured content item has not expired and if the featured content item has been displayed more than a predetermined number of times, modifying the attribute to indicate that the featured content item is of interest ("the oldest help data is deleted until there is sufficient space available to store the retrieved help data 49. Continuing to block 316, the retrieved help data 49 is stored in the cache 152, and in a step 318, the help data is rendered, or presented, for the user. Note that the application program or other functional means can present the help data to the user, rather than the cache manager. Such a variation is considered within the scope of the invention." col. 8, lines 45-54).

As to multidependent **claim 23**, this claim differs from claims 20-22 only in that it is directed to a product defined by the processes of claim 20-22. Accordingly, this claim is rejected for the same reasons set forth in the treatment of claim 20-22, above.

As to independent claim 25, Yennaco describes: a computer-implemented method for processing featured content on a client computer, the client computer having an operating

system, ("...the computer system 10." col. 3, lines 62-63) the operating system including a system registry, the system registry containing information about computer configuration that the operating system continuously references during operation,

> "Thus, when the help data 49 having an identifier in the registry 170 is first rendered, the help data corresponding to the other identifiers of the registry is loaded into the cache 152 from memory that has an access time that is greater than that of the cache 152, such as from remote memory 36. Thus related help data 49 can be preloaded into the cache 152, that is, loaded without the user having referred to the component 140 to which the help data pertains.

(col. 7, lines 45-55); the information including the user profiles, the applications installed on the computer, the types of documents creatable by the applications, the properties of folders and program icons, and the hardware configuration ("...i.e., data members, sometimes known as object properties...;" col. 4, lines 45-55), the method comprising: determining if at least one featured content item is stored in the system registry; if no up-to-date featured content items stored in the local memory, removing the featured content items from the local memory ("user, For example, the cache manager 66 can remove the oldest help data from the cache 66 to make room for new help data. Thus, in this practice, the cache operates according to the assumption that the help data 49 most likely to be next requested by the user is help data which has already been requested by the user," col. 6, lines 39-44).

RESPONSE TO ARGUMENTS

8 Applicant's arguments, filed 11/18/2009, with respect to the rejection(s) of claim(s) 1-6, 8-12, 14-18, 20-23 and 25 under 35 U.S.C. § 103(a) have been fully considered and are persuasive. Therefore, the rejections have been withdrawn, However, upon further Art Unit: 2179

consideration, a new ground(s) of rejection is made in view of Yennaco (U.S. Pat. No. 7,100,115 B1) in view of Hussey, (U.S. Pat. No. 6,832,371).

CONCLUSION

- 9. All prior art made of record in this Office Action or as cited on form PTO-892 notwithstanding being relied upon, is considered pertinent to applicant's disclosure. Therefore, Applicant is required under 37 CFR §1.111(c) to consider these references fully when responding to this Office Action.
- 10. Any inquiry concerning this communication or earlier communications from the Examiner should be directed to Samir Termanini at telephone number is (571) 270-1047. The Examiner can normally be reached from 9 A.M. to 6 P.M., Monday through Friday.

If attempts to reach the Examiner by telephone are unsuccessful, the Examiner's supervisor, Weilun Lo can be reached on (571) 272-4847. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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/Samir Termanini/ Examiner, Art Unit 2179

/Steven B Theriault/ Primary Examiner, Art Unit 2179